

How do I resolve the problem of the Dish network not acknowledging my e-mails or snail mail letters? They offer a monthly package for one of their pay-per-view events and although I have ordered that package I usually end up having to purchase the individual programs at the time of viewing because the package is not recognized. This has been an ongoing problem since last summer. I have also contacted them by telephone with negative results.  
Thank you,

Claudine Dayton